

Title of Intervention: Mandated Server Training

Intervention Strategies: Environments and Policies, Group Education

Purpose of the Intervention: To decrease alcohol-related traffic crashes

Population: Servers, managers and owners of licensed drinking establishments

Setting: All drinking establishments in Oregon; community-based

Partners: Oregon Liquor Control Commission

Intervention Description:

- **Environments and Policies:** Oregon is the only state currently mandating server training. In 1979, it established a statewide law that all servers in retail establishments selling alcohol must obtain a permit. Effective 1987, all new applicants for beverage service permits had to successfully complete a state-approved server training course. All persons holding existing alcohol retail licenses or applying for new licenses must also complete a management training program. New server permit applicants must complete training as a condition for their initial permit.
- **Group Education:** Mandated server training program classes were provided by those certified by the Oregon Liquor Control Commission. The seven areas covered in the one-day training were the effects of alcohol on the body, interaction effects of alcohol with other drugs, problem drinking and alcoholism, State of Oregon alcohol service laws, drinking and driving laws in Oregon and legal liability issues, effective server intervention techniques including how to intervene with a customer who is drinking too much or shows signs of intoxication and alcohol marketing practices for responsible alcohol service. Classes were typically a combination of lecture, video, role playing and case study.

Theory: Not mentioned

Resources Required:

- **Staff/Volunteers:** Licensed lecturers
- **Training:** Not mentioned
- **Technology:** Not mentioned
- **Space:** Rooms to conduct education sessions
- **Budget:** Not mentioned
- **Intervention:** Lecture material, videos, case studies
- **Evaluation:** Standardized written test, traffic crash data

Evaluation:

- **Design:** Quasi-experimental
- **Methods and Measures:** An exact count of the number of injury-producing traffic crashes each month in which the driver had a specified non-zero blood alcohol level.

Outcomes:

- **Short Term Impact:** The most significant immediate changes following training were server perspective and attitude about the value of responsible beverage service.
- **Long Term Impact:** The policy had a statistically significant effect on reducing single-vehicle nighttime traffic crashes in the state. The effect of the law improved over the first three years of experience as the proportion of servers in the state that were trained increased.

Maintenance: The policy remains in effect.

Lessons Learned: Effects of the servers' behavior may diminish as time passes after the training. Server training may be an important method of reducing traffic crash injuries. The results provide clear support for server training when completed by most servers within a relatively short period of time.

Citation(s):

Holder, H. D. and A. C. Wagenaar (1994). "Mandated server training and reduced alcohol-involved traffic crashes: a time series analysis of the Oregon experience." *Accid Anal Prev* 26(1): 89-97.